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Licensed
Training Partner

BC Training^{LTD}

Live Online Incident Response and
Crisis Management
Two Day Training Course

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Live Online Incident Response and Crisis Management

Course Description

This course covers all aspects of developing and implementing an incident response structure and crisis management capability.

The course is broken down into modules exploring the concepts and principles of incident and crisis management and what tools and techniques can be applied when anticipating and assessing incidents. It also looks at the key activities, roles and responsibilities required for effective incident and crisis management.

This two day course comes complete with course slides and Student Workbook that contains exercises to be completed throughout the course. The course is based on the BCI Good Practice Guidelines (GPG) 2018 and reflects current International Standards in business continuity.

Course Benefits

By the end of the course, you will be able to:

- Learn how to build and deliver crisis management capability for your organisation using an established best practice framework.
- Have a good appreciation of the relationships between problem, incident, business continuity and crisis management.
- Develop an understanding of the principles, strategies and techniques of incident response and crisis management.
- Acquire the tools and know-how to prepare, implement and maintain a crisis management plan.

You will receive 16 CPD points from the BCI on successful completion of the course.

Who Should Attend?

- Business Continuity and resilience practitioners who require an in-depth knowledge and understanding of how to build an incident and crisis management capability in an organisation.
- It is recommended that students have a minimum of a CBCI or equivalent credential with experience of working in a continuity and resilience related role.

Recommended Reading

This course is based on the BCI Good Practice Guidelines (GPG) 2018 and it is advisable for delegates to be familiar with the GPG 2018 prior to attending the course. A copy of the GPG 2018 can be purchased via our website.

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Course Modules

- Module 1 - Crisis Management Concepts and Framework
- Module 2 - Anticipate and Assess
- Module 3 - Prepare - Part 1 Response Structure
- Module 4 - Prepare - Part 2 Tools and Resources
- Module 5 - Prepare - Part 3 Crisis Management Plan
- Module 6 - Response and Recovery
- Module 7 - Crisis Communications
- Module 8 - Review and Learn

Certificate of Attendance

An electronic certificate of attendance will be issued to delegates following the completion of the course.

Course Delivery

This BCI training course is delivered as a two day, live online course by an approved BCI tutor. During the course, delegates will be able to ask the tutor any questions and there will be designated question and answer sections. Scheduled breaks will be provided within each session.

Course Cost

The cost of this two day training course is £1050 plus VAT.

Electronic course slides are provided.

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FAQs

- **What are the timings of my training course?**

The timings for the sessions each day are 9.30-12.30 and 13.30-16.30 UK time. Scheduled breaks will also be provided within each session. Timings are indicative and exact timings may vary due to student experience and their interest in certain topics. The course may finish earlier if all topics have been covered

- **What do I need for the course?**

You will also be provided with an electronic copy of the course materials. The Good Practice Guidelines 2018 is the recommended reading material for the course.

If you have further questions or would like an official quotation please contact a member of the BC Training Team:

Contact Details

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